

FORUM

kirtlandcc.forum@kirtland.af.mil, 846-4240

Why are the Commissary lights always on?

I would like to bring to your attention the parking lot lights at the Commissary that are on 24 hours a day. This is waste and abuse.

As it turns out, the parking lot lights are connected to a "Central Energy Management System" at Fort Lee, Va. However, the contract agency is in Georgia. So, we have posted a procedure in the Commissary mechanical room with instructions on who to contact in the future and have installed a bypass switch for the relay to manually turn the lights off or on if required.

The Civil Engineer Electrical Shop team has talked to the Commissary manager and the controls specialist to ensure there is a point of contact at both ends.

Thanks for bringing this to our attention.

If anyone sees something out of the ordinary with our facilities, please phone the Civil Engineer Service Call Desk, 846-8222, day or night.

Identification security everyone's job

I volunteer at the Base Satellite Pharmacy and a woman came in today with an identification card that expired in May 2003. It was confiscated; she got angry and left.

A second person used her husband's identification to get in the Gibson Gate.

This is something I think is wrong with security.

Thank you for contacting the Forum with your concerns. As you know, under Force Protection Condition Alpha, our gate guards check only one occupant in a vehicle to ensure valid base affiliation before granting access to the installation. So, it is very possible for an occupant to come on to the base with expired identification in their possession as long as someone riding in a vehicle with them has current and proper base credentials.

Of course, since your call, we changed our Force Protection Condition to Bravo and back to Alpha. During Bravo we conduct 100 percent identification checks of every vehicle



COL. HENRY L. ANDREWS, JR.
377th Air Base Wing commander

occupant who seeks access to the installation. Every person not possessing authorized base identification has to stop at the nearest visitor control center to obtain a guest pass.

Visitors who display identification that does not belong to them are detained and questioned. Plus, we always ask that expired or fraudulently used identification be confiscated and turned over to the Law Enforcement Desk at 846-7913.

Cleaning contract

I would like to identify a few problems with the new cleaning contract issued on base to clean and maintain offices. It has significantly changed the way the offices are being maintained.

It is my understanding that previously they would vacuum twice a week. Last year the vacuuming was reduced to once a week. Maintenance was poor last year, but it has become much worse.

Trash cans are only emptied when they are more than half full. That seems appropriate if they are being emptied every day, but not when only being emptied once a

week. Food can be left in wastebaskets days at a time.

Also, the carpeting in our section of the building is very dirty. The cleaners now only "spot" vacuum. They do not vacuum the entire office and even visible dirt is overlooked.

When we asked about having them cleaned, we were told the contract only calls for cleaning once a year. When I asked the cleaning supervisor, she said that those were the terms of the new contract.

Lack of vacuuming on a regular basis creates real problems for several people in the office who have allergies.

Our civil engineers are committed members of TEAM KIRTLAND and evaluate the contractor's performance in accordance with the Quality Assurance Surveillance Plan. While we make every effort to evaluate each facility, concerned people like you play an important role by augmenting our contract surveillance capacity.

When there is an issue in this area, please tell your facility manager. This person plays a key role in keeping our Quality Assurance Program in the loop when the contractor does not perform satisfactorily.

Our Quality Assurance Program expert visited your area and noted a valid customer complaint. Carpet areas were not vacuumed and spot cleaned to meet the quality standards specified in the contract.

We gave an official customer complaint to the custodian contractor, as well as a verbal request to correct the unacceptable performance.

The contractor has taken the appropriate actions in response to your inputs.

Contractors need awards too

I would like to comment on the civilian award categories.

It's nice to see that these folks have been selected for the quarter, but it would also be nice to see some of the Chugach technicians nominated. These people keep the base operating, keep the lights on, the temperature of the buildings and the water flowing.

Contractor personnel certainly play a vital role in the operation of Kirtland AFB. Our contractors and the people they employ are key members of TEAM KIRTLAND, who deserve to be recognized in appropriate ways.

Our quarterly awards program

was designed to recognize the contributions of government employees, however, you have raised a good point and we are exploring ways that contractor employees can be publicly recognized for their outstanding contributions to our mission.

Put signs on both sides

I called Civil Engineer Customer Service to make this suggestion, but they said the Forum would be the avenue to make it: post 25 mph speed limit signs on the left hand side of F Avenue between Wyoming and Texas.

There are only two signs, and they are both on the right side. Since this is a one-way street, they are not always apparent to those in the left lane.

Also, when will the study about the one-way streets around the Consolidated Support Building be completed? And how soon after will we hear of any changes?

Thanks for bringing this matter to our attention. The Civil Engineer Service Desk was indeed the right place for you to call. For future questions like this, our CE Service Desk team will pass it to the appropriate CE office for action.

As far as "F" and "G" streets and speed limit signs, we will have new signs on both sides of the street in place by the time you read this.

We continue to look into ways to improve the traffic flow in and around the Post Office. As we finish cost estimates on the options we've come up with, we'll let you know what our final plans are and when you can expect to see improvements.

Close call at Eubank Gate

I had a close run in with a car at the Eubank Gate today as I was walking through it. Because one of the gates was closed on the outbound side I had to walk in the traffic lane. This is the second time this has happened to me.

We have a project underway to add a pedestrian and bike path for entering and leaving the Eubank Gate. We anticipate this project will be completed by July.

In the meantime, we urge all TEAM KIRTLAND members who use this gate to exercise caution when transiting the gates since bicycles and automobiles must use common paths.

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POW/MIA flag

The NCO Academy, Air National Guard and the 58th Special Operations Wing are flying the Prisoner of War/Missing in Action flag just about every day. Public Law 105.85 and Sec. 1082 of "The 1998 Defense Authorization Act," requires the POW/MIA flag to be flown on military bases nationwide on: Armed Forces Day, Memorial Day, Flag Day, Independence Day, National POW/MIA Day and Veterans Day. I know of no regulation authorizing the flag to be flown at any other time.

I contacted the NCO academy to see under what authority they are flying the POW/MIA flag. I was told that not only did they not know what gave them the authority to fly the flag, but they were saluting the flag at reveille and retreat to show respect to our fallen comrades. My understanding is that the only flag authorized to be saluted is our national colors.

I would like to know what DOD regulation or Air Force instruction authorizes these units to fly an unauthorized flag.

I hope I'm wrong about flying the POW/MIA flag and there is some authorization out there. I believe in showing respect to our fallen comrades too, but I still think we need to follow the laws of this country.

U.S. Air Force guidance on "Use and Display of Flags, Guidons, Streamers, and Automobile and Aircraft Plates" states that the POW/MIA flag may be flown on an Air Force installation every day, if approved by the installation commander. I have approved the NCO Academy's flying of the POW/MIA flag. Also, since the academy displays this flag on the same staff as the U.S. flag, the official salute is actually rendered to the U.S. flag.

Any voluntary saluting of the POW/MIA flag, while not ceremonial, is out of an appropriate measure of respect for our fallen comrades.

Roads finished?

Are the contractors who did the paving East of Wyoming on F street coming back to finish the job or are the roads going to be left that way?

If the roads are being left that way, they sure did a poor job.

We had already discussed the reconstruction of "F" Street from Wyoming to 10th Street. Fortunately, the contract has not been completed.

Our construction inspectors are working with the contractor to evaluate solutions to the visible pavement seams. Once a solution is determined, we'll be getting the contractor back on site as soon as it's warm enough to make the necessary asphalt repairs—perhaps as soon as April.

Beer banner

This concerns safety at 1st Street and Gibson Boulevard. The Shoppette and gas station crowd has hung a beer ad sign or banner between some sticks and it blocks the view of people driving south on 1st Street who want to get out on Gibson looking east.

Let's see if you can get that sign down so we can look down the street to pull out into traffic.

Thank you for letting us know about this situation. The same day we learned of your concern, our wing safety team visited the Shoppette and got the line-of-sight hazard fixed on the spot.

Army and Air Force Exchange Service managers who oversee the Shoppette and Class Six store will also ensure their vendors are following the rules on placing banners on those grounds. This will ensure an unobstructed view of oncoming traffic and removal of the banners as soon as a particular promotion ends.

Security presence on base

A previous Nucleus quoted the security forces commander as saying increased attention will be paid to

traffic law enforcement on Kirtland AFB. This has been a subject referred to fairly frequently in "Forum" and other "forums" in recent months.

I fail to see any change in drivers' actions. My perception is people driving vehicles on Kirtland AFB operate with impunity. I observe on a daily basis drivers exceeding posted speed limits, making illegal lane changes, illegal turns, running red lights, etc.

Shouldn't vehicle operation and drivers be held to a higher standard on Kirtland AFB?

My breaking point came as I was driving on NCO Bypass/G Ave toward the Eubank Gate in an area posted 30 mph. Apparently the individual in the car behind me did not appreciate me obeying the speed limit because they were tailgating and flashing their headlights. Finally making an illegal lane change to pass me.

I have the opportunity to travel to many Air Force installations and can state unequivocally that the security forces "presence" on Kirtland AFB is less than at any other Air Force installation that I've been on. I hardly ever see patrol cars on the streets of Kirtland AFB. Does Kirtland AFB have different standards because of the number of civilian and contractor employees versus military personnel?

Personnel driving on the installation are held to a higher standard than those drivers off base. The standards in the New Mexico State Traffic Code are applied. We also enforce all standards set forth by Kirtland AFB, Air Force Materiel Command, U.S. Air Force, and DOD instructions that specifically apply to operating motor vehicles.

From January to December 2003, the 377th Security Forces Squadron issued 2,723 citations and continue to enforce traffic laws to ensure a safe environment for the Kirtland AFB populace. In addition to enforcement, security forces employed the SMART

CARTS to show motorists when they are speeding and conduct random enforcement at various locations an average of 24 times a day.

Unfortunately, there are not enough security forces to detect every infraction. This is where the public comes in. To have a successful police function, we hope concerned citizens of Kirtland AFB will report violations to our Law Enforcement Desk. A license number, vehicle description, and any other information you have will go a long way toward facilitating success in this area.

As for the presence of security forces, the 377th Security Forces Squadron is not allotted manpower based on a military to civilian ratio. That said, not all security forces are dedicated to traffic supervision and we always have a sizable percentage of personnel deployed. This is why the security forces presence at Kirtland AFB fluctuates throughout the year.

We also want to invite you to participate in the 377 SFS "ride along" program. This will allow you to get an inside look at our security forces team and allow you to see the methods employed to control traffic on the installation.

Forum

We want your suggestions and comments concerning Kirtland AFB.

However, may we also suggest giving base agencies or the chain of command the chance to resolve your concern before calling Forum.

If you decide the Forum is the right answer, we don't print callers' names.

Customer service

Chapel, 846-5691
CE Help Desk, 846-8222
Commissary, 846-9586
Computer help, 846-5926
Energy wasting, 846-4633
Exchange Service, 266-9887
Family Services, 846-0741
Finance, 846-8045, 846-6639
Law Enforcement, 846-7926
Legal Services, 846-4217
Medical Clinic, 846-3406
Services Squadron, 846-1828

Write: 377 ABW/CC Forum
 2000 Wyoming SE
 Kirtland AFB, NM 87117